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FIG. 1

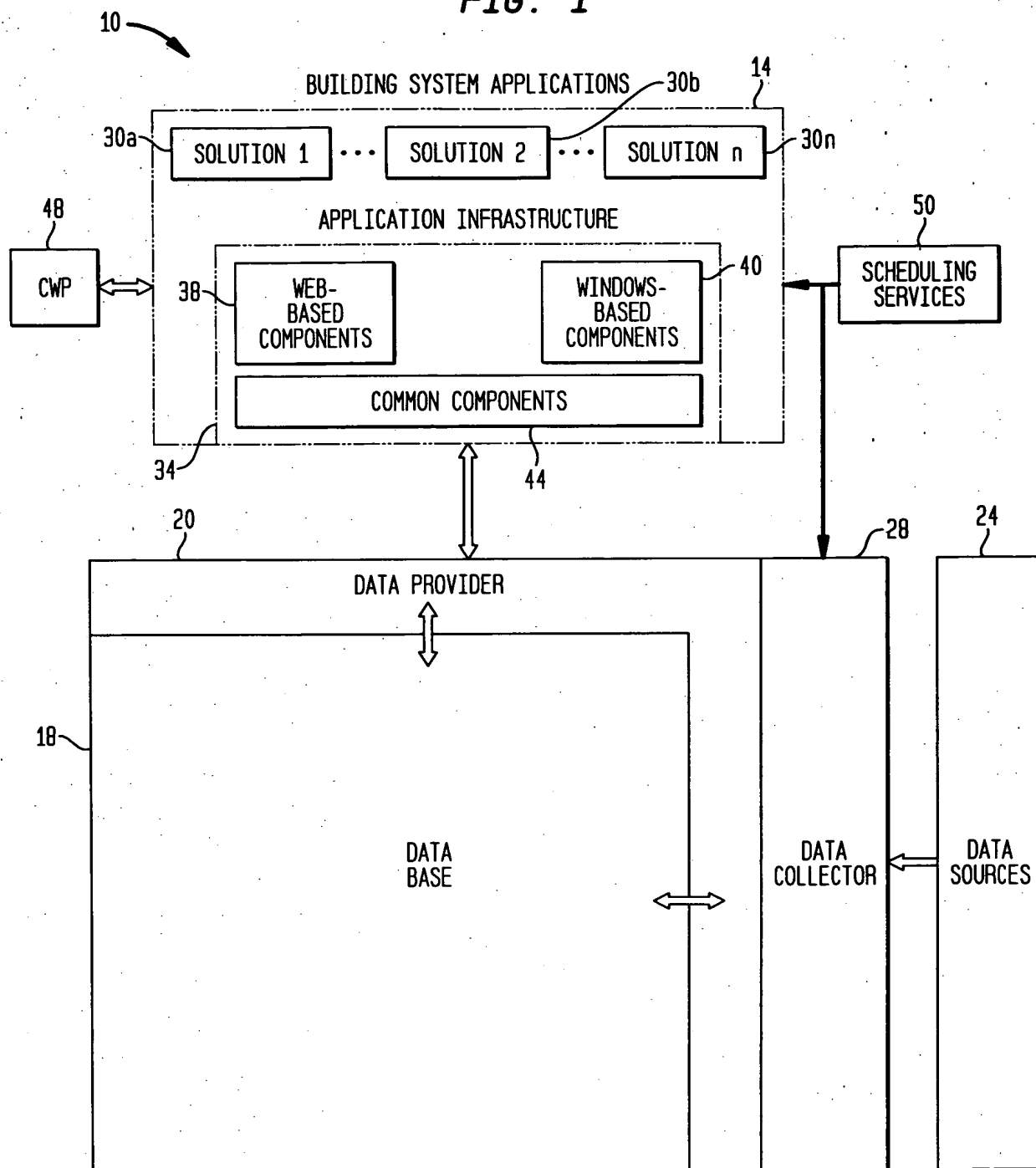


FIG. 2A

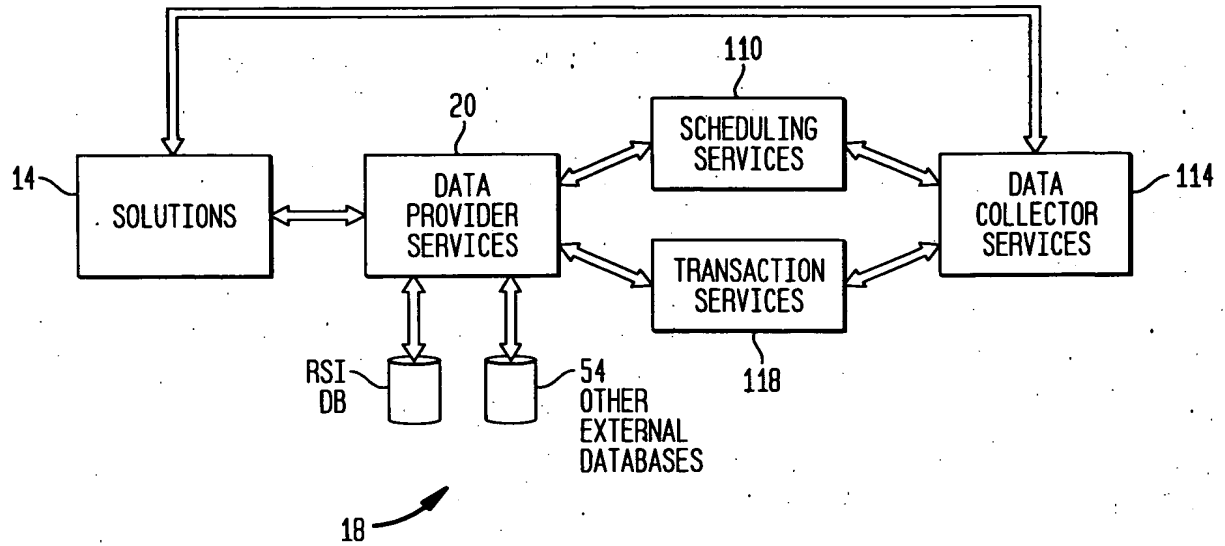


FIG. 2B

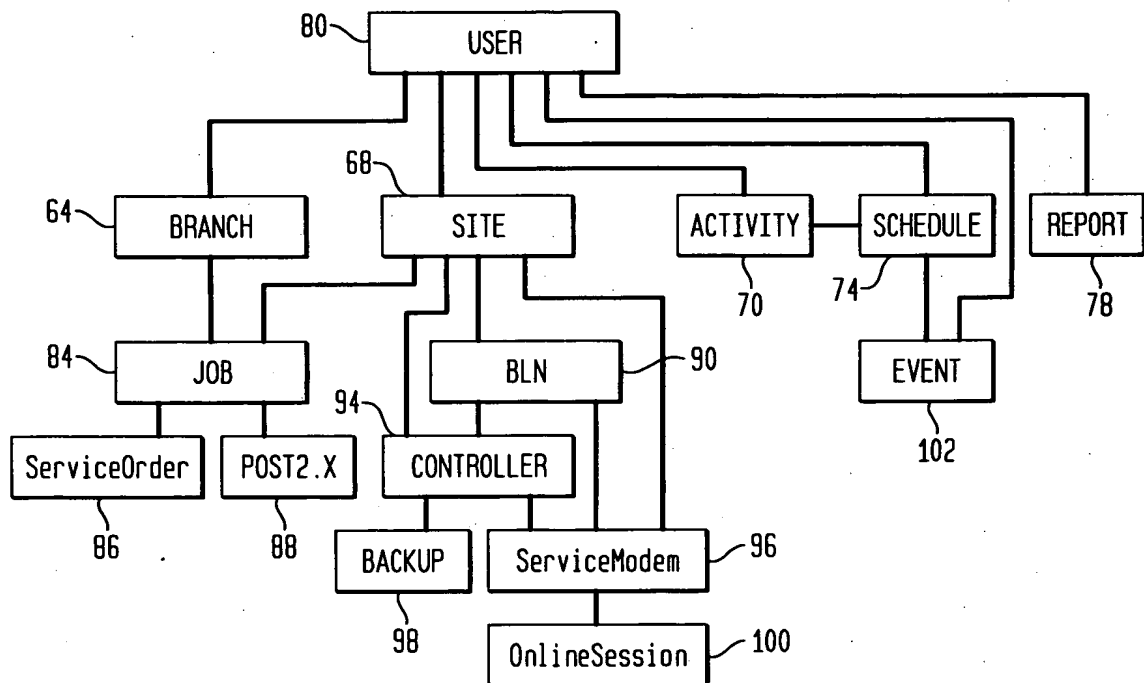


FIG. 3

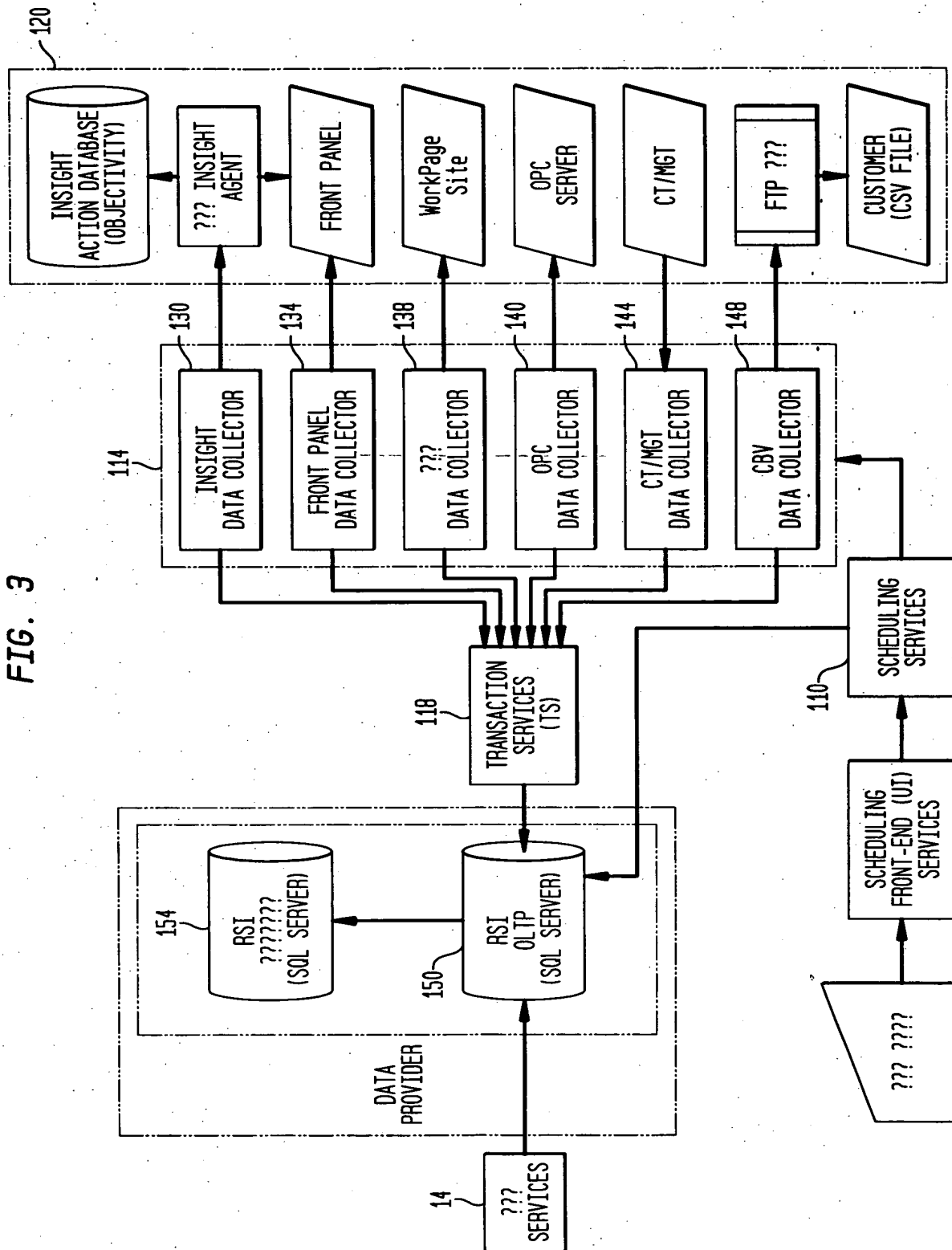


FIG. 4

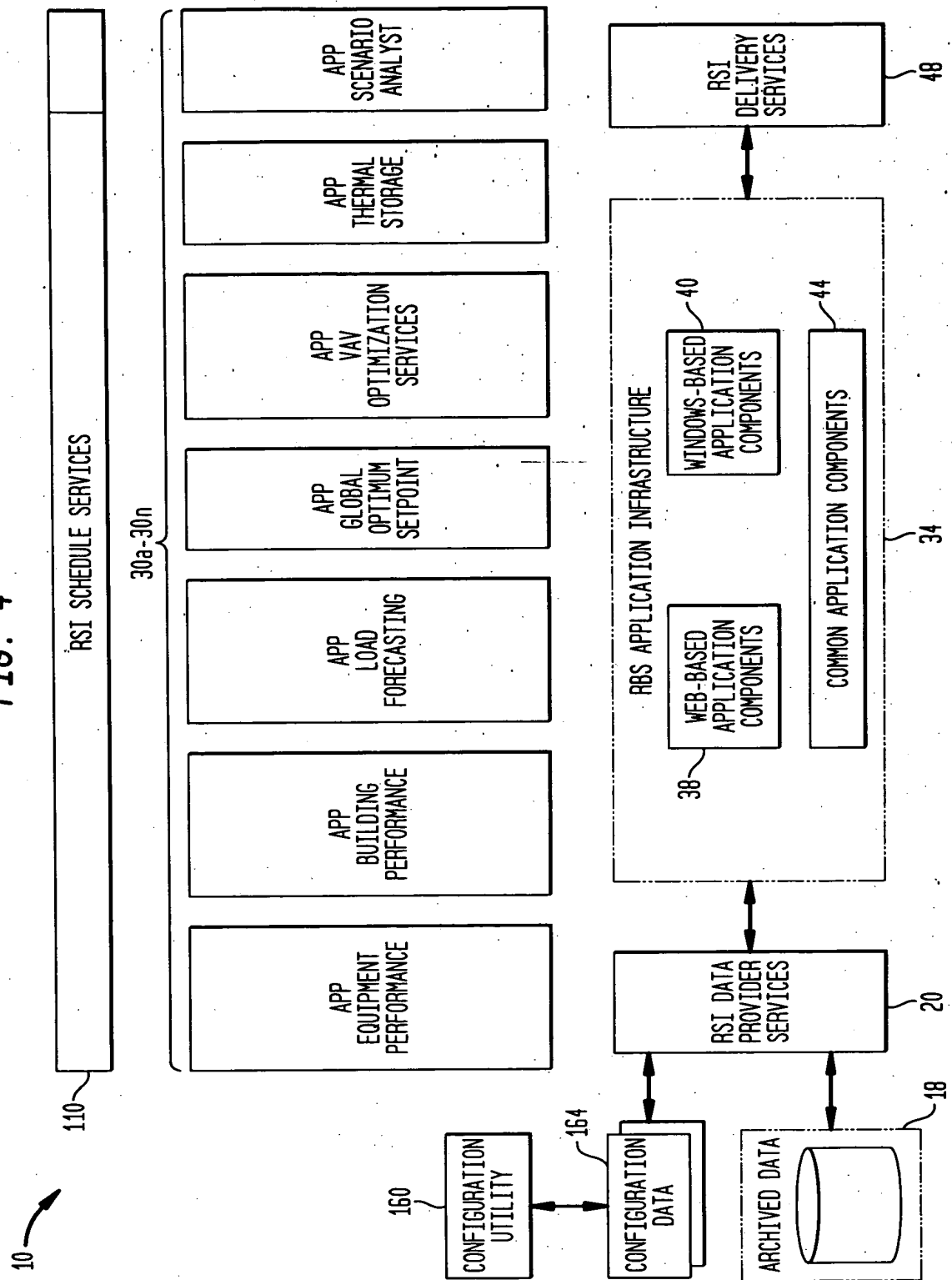


FIG. 5.

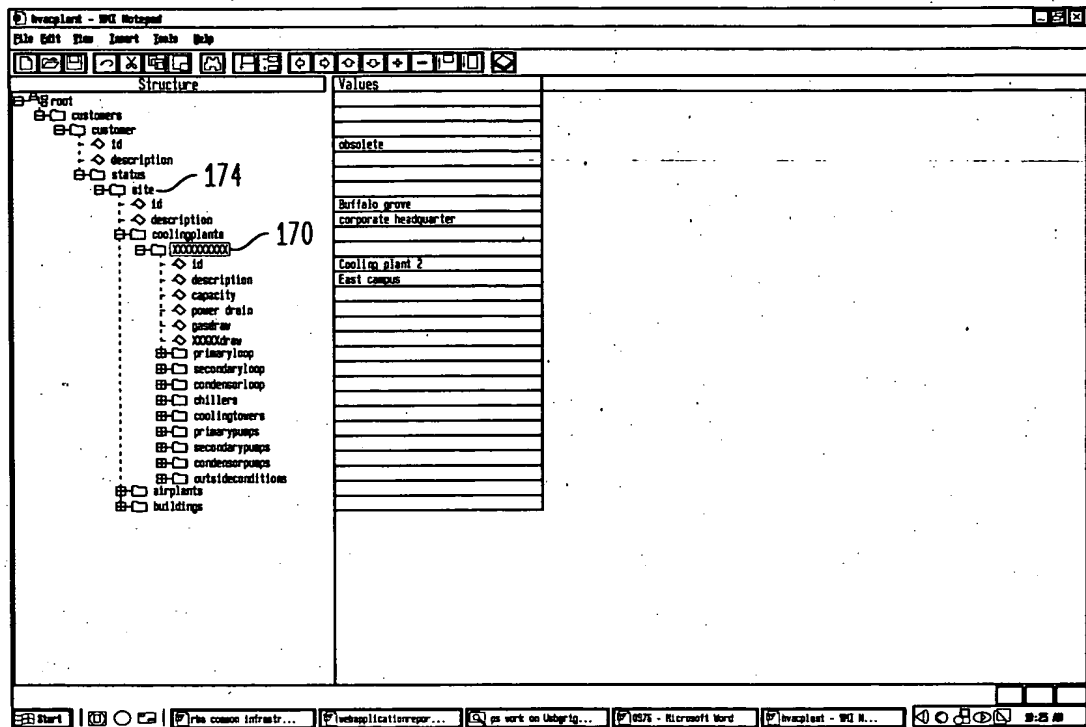


FIG. 6

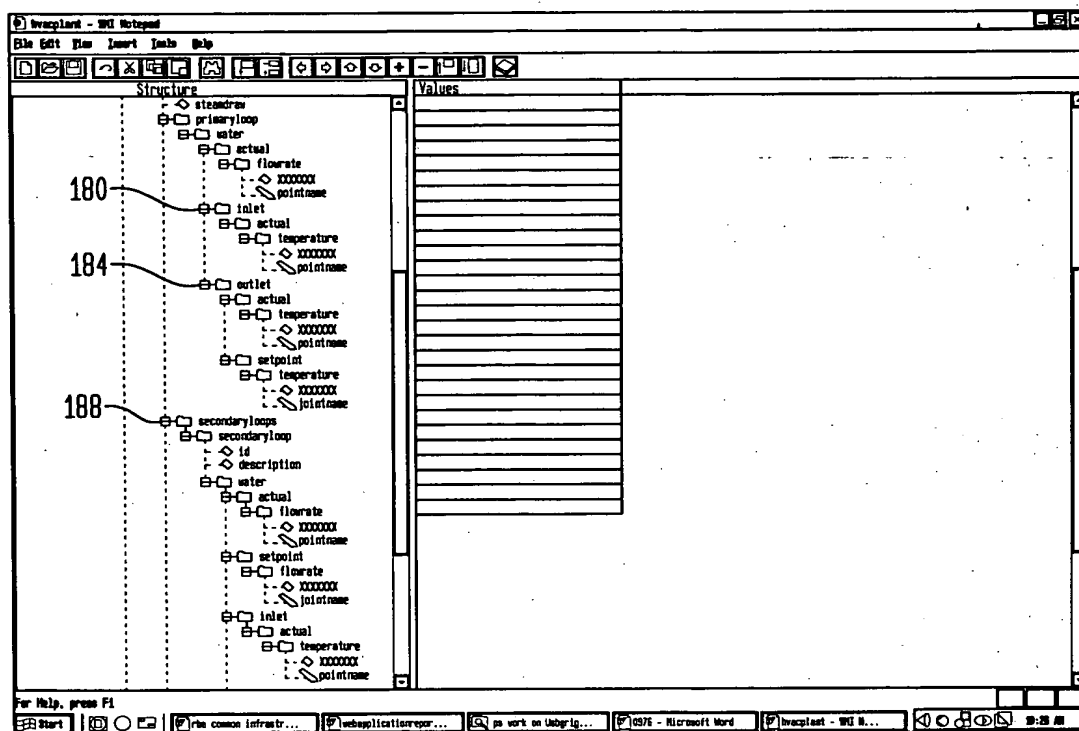


FIG. 7

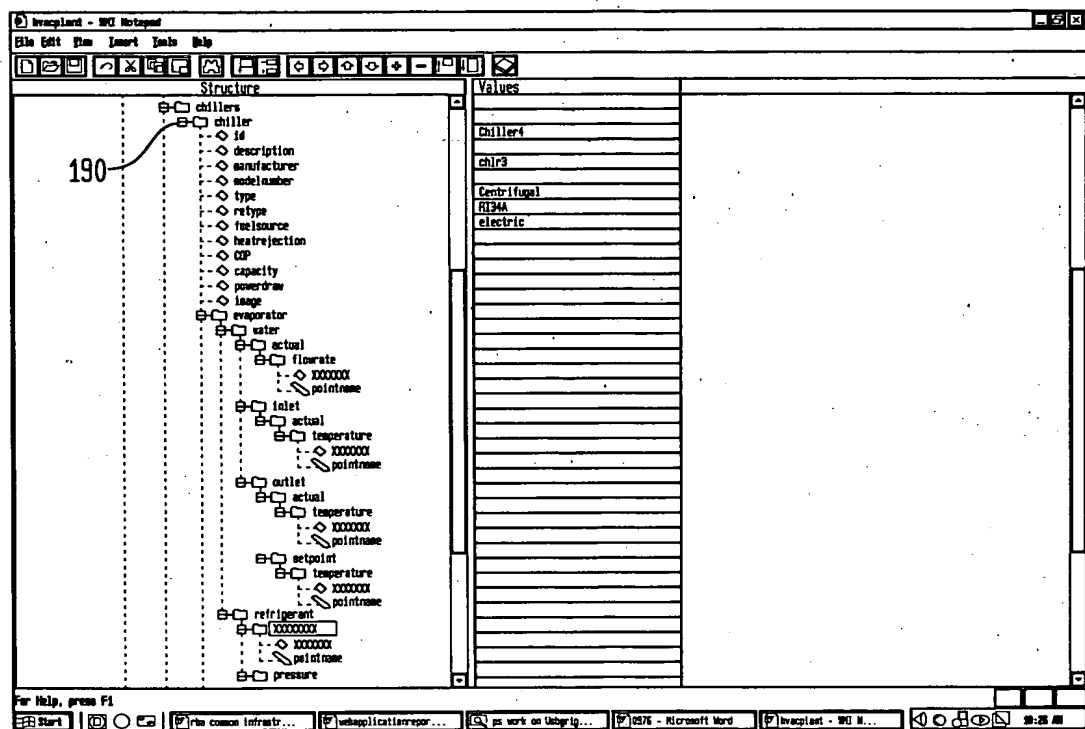


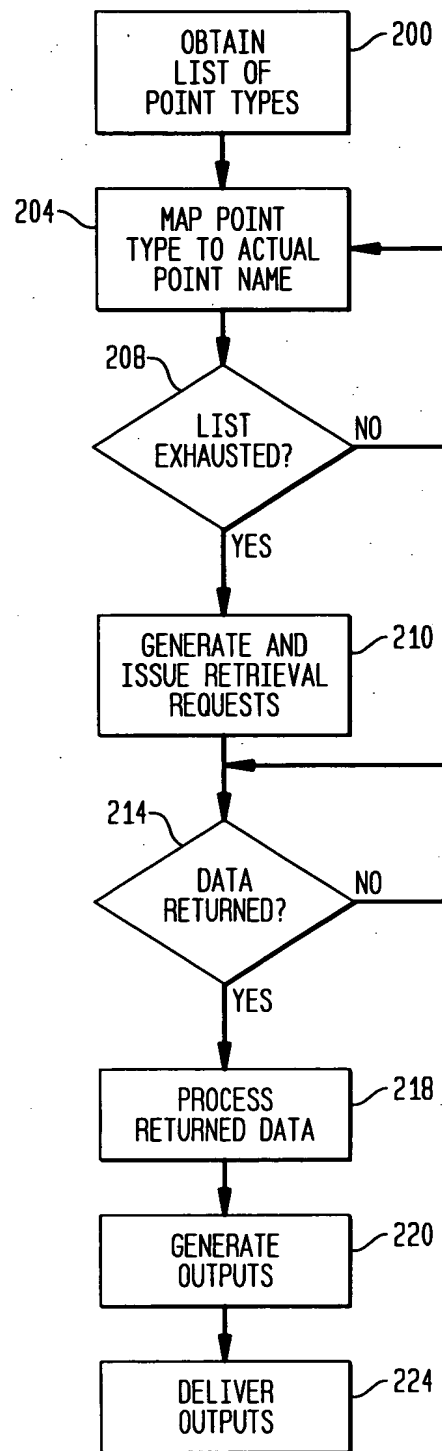
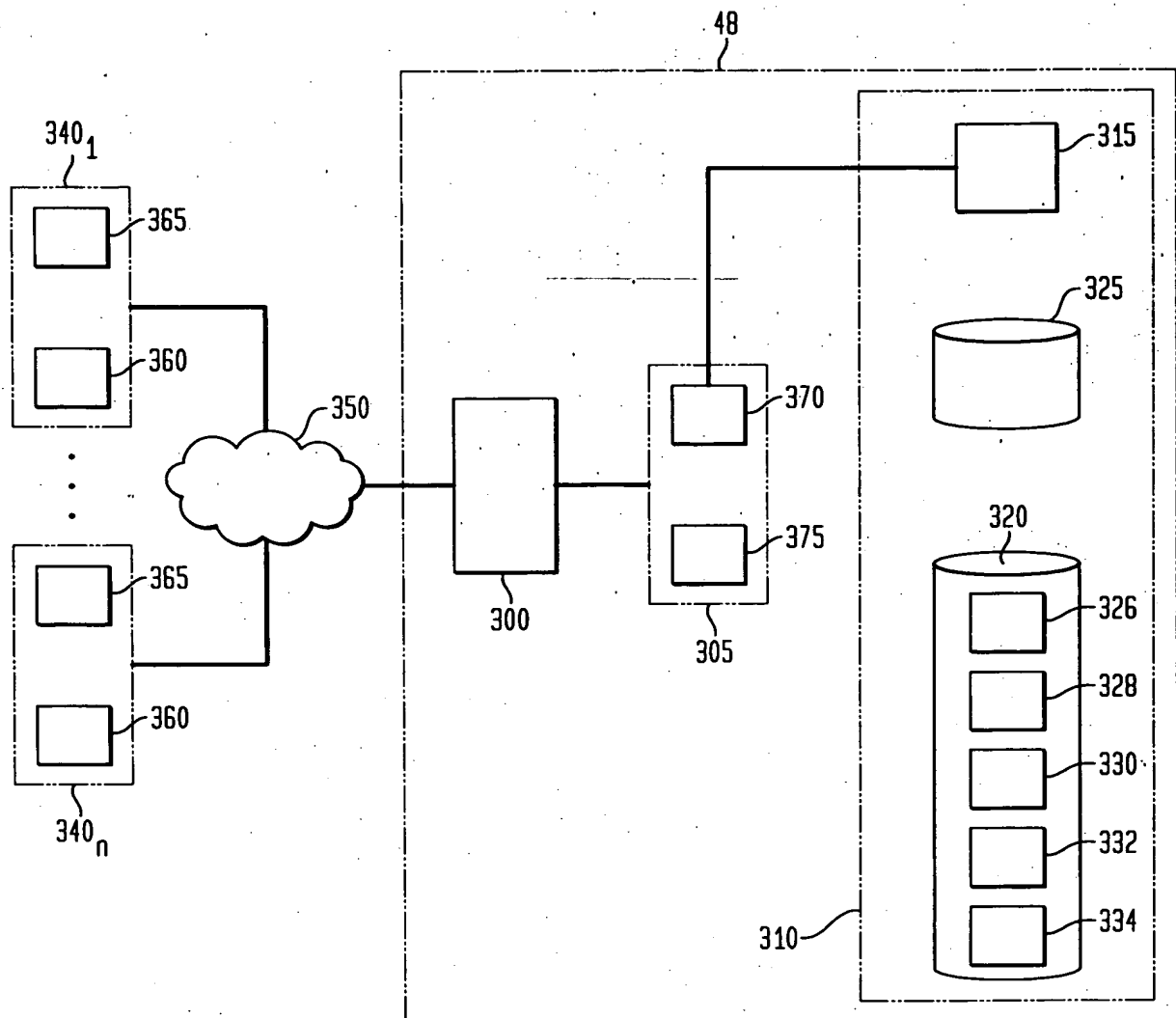
FIG. 8

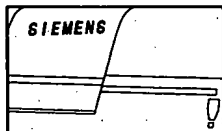
FIG. 9



10/30

FIG. 10

400


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 Search for... go >

 Service Central Fileshare Administration Log Out
 | Home | >Service Central >Service Activity

430

Request Service

 → Service Activity
 Open Calls
 Closed Calls
 Custom Reports
 TSP Contracts 435
 Equipment
 Sites 440
 Request Service

Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status

Open

Closed

Call Type

Preventive

Corrective

System

Fire

HVAC

Mechanical

Security

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43

Site

Call Status

Open

Closed

Preventive

Corrective

Type

System

Number

▶ SZ COLLEGE PARK (B320013)

▶ 1

▶ 0

▶ 0

▶ 1 HVAC

▶ 1

▶ SZ COLLEGE PARK (B320013)

▶ 0

▶ 3

▶ 3

▶ 0 Mechanical

▶ 3

▶ SZ EAST LIBRARY (B408013)

▶ 0

▶ 1

▶ 1

▶ 0 Mechanical

▶ 1

▶ SZ EAST POINT (B425013)

▶ 2

▶ 0

▶ 0

▶ 2 HVAC

▶ 2

▶ SZ EAST POINT (B425013)

▶ 0

▶ 1

▶ 1

▶ 0 Mechanical

▶ 1

▶ 1-5

▶ 6-10

▶ 11-15

▶ 16-20

▶ 21-25

▶ 26-30

next →

Export to:

.xls

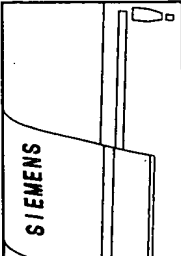
.doc

ASCII

404

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FIG. 11



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500

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Search for ... go >

Service Central Fileshare Administration Log Out

Home | >... >... >Open Calls

Request Service

→ Service Activity
→ Open Calls
→ Closed Calls
Custom Reports
TSP Contracts
Equipment
Sites
Request Service

Open Calls

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
4/23/03	▶ 030321-0852	Open	SZ MULTIPURPOSE (B251013)	REPLACE SCREENS	Preventive	Mechanical	200303974
4/18/03	▶ 030307-3329	Open	SZ COLLEGE PARK (B320013)	PH	Preventive	Mechanical	200304780
4/18/03	▶ 030415-0594	Open	SZ TOM LOWE (B229013)	REPLACE DEFECTIVE CONDENSING F	Preventive	Mechanical	200305191
4/18/03	▶ 030415-0599	Open	SZ TOM LOWE (B229013)	PH **NOTE** MUST CALL TO GET T	Preventive	Mechanical	200305192
4/17/03	▶ 030415-0551	Open	SZ SOUTHWEST (B440013)	LEAK ON 1ST CIRCUIT ON CHILLER	Preventive	Mechanical	200305232

→ Display Filter Criteria →

Export to:

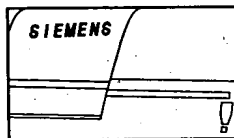
→ Display Equipment / Contract No.

2003P00904US

12/30

FIG. 12

600



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- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

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Search for... go >

Service Central Fileshare Administration Log Out
Home | > > > > Open Calls > Service Order

Request Service

Service Order

Below is detailed information for the individual service order you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	030321-0852	Customer Name	Demonstration Customer
PO Number	200303974	Contract No.	
Site	S2 MULTIPURPOSE (8251013)	System	Mechanical
Status	Open	Open Date	4/23/03
Call Type	Preventive	Closed Date	
Request Type	fax		
Problem Type	Repair or Replace Parts		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description REPLACE SCREENS FOR CIRCULATION PUMP STRAINER
Resolution

Further Information

Use the following links to get further equipment, call, or appointment information.

go to ↙ Equipment ↘ Call Log ↘ Appointments ↘

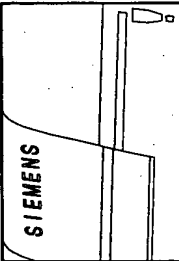

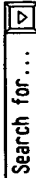

Equipment 610 620 630
The table below lists equipment that was serviced on the selected order number.

No Data Available.

Call Log

The table below lists all activities logged to the selected service order number.

FIG. 13

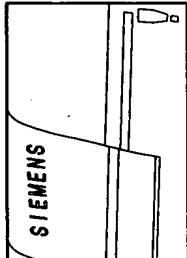

		SIEMENS	site360 Home site360 Ordering Help Contact Us Sitemap
		Search for ...  go >	
		Service Central Fileshare Administration Log Out Home >...>...>Open Calls>Service Order	 Request Service
Appointment			
Below is the detailed information for the single appointment selected for this call.			
Summary The summary provides an overview of information related to the selected appointment.			
Service Order No.	030321-0852	Contract No.	Demonstration Customer
PQ Number	200303974	Customer Name	
Site	SZ MULTIPURPOSE (8251013)	Branch	ATLANTA
Appointment No.	030321-0852 0001 12 0097	Lead Technician	Steve Conti
	ATL	SKILL Type	Fitter Journeyman
Open Date	4/23/03		
Closed Date			
Appointment Status	TENTATIVE		
→ Service Activity → Open Calls Closed Calls Custom Reports TSP Contracts Equipment Sites Request Service			

Equipment
The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

FIG. 14



800

site360 Home site360 Ordering Help Contact Us Sitemap

Service Central Fileshare Administration Log Out

Home | >-- >-- >-- >Closed Calls

→ Service Activity
 → Open Calls
 → Closed Calls
 Custom Reports
 TSP Contracts
 Equipment
 Sites
 Request Service

→ Display Filter Criteria →

Below is an overview of all service activities with a "closed" status (this includes completed, closed and paid calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Export to: .xls .doc ASCII

Item 1-5 of 178	Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
4/16/03	▶ 030307-3331	Complete	SZ EAST POINT (8425013)	PH	Preventive Mechanical	Preventive	Mechanical	200305028
4/16/03	▶ 030403-0115	Complete	UPS 35 Glenlake Fire	TAPER TROUBLE	Preventive Fire	Preventive	Fire	
4/10/03	▶ 030307-3327	Complete	SZ FAIRBURN (8323013)	PH	Preventive Mechanical	Preventive	Mechanical	
4/10/03	▶ 030410-0128	Complete	SZ MULTIPURPOSE (8323013)	CHANGE THE BELTS	Preventive Mechanical	Preventive	Mechanical	
4/9/03	▶ 030307-3325	Complete	SZ SOUTHWEST (8440013)	PH	Preventive Mechanical	Preventive	Mechanical	200304882
▶ 1-5	▶ 6-10	▶ 11-15	▶ 16-20	▶ 21-25	▶ 26-30	next →		

→ Display Equipment / Contract No.

FIG. 15 900






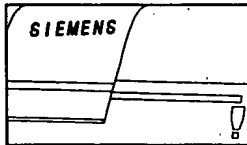
		SIEMENS		site360 Home site360 Ordering Help Contact Us Sitemap	
		Search for... <input type="text"/> go >		Request Service	
Service Fileshare Administration Log Out Home >... >... >Selected Services					
→ Service Activity → Open Calls → Closed Calls → Custom Reports → Selected Services → TSP Contracts → Equipment → Sites → Request Service		→ Display Filter Criteria →			
<p>The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking Display filter criteria enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.</p>					
Item 1-5 of 15 Export to:  .xls  doc  ASCTII					
Open Date	Order No.	Status	Status	Description	Call Type System PO No.
5/1/03	▶ 030405-0306	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE	Preventive HVAC
5/1/03	▶ 030405-0307	Open	NEHAWKA MIDDLE	PREVENTIVE MAINTENANCE	Preventive HVAC
5/1/03	▶ 030405-0308	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive HVAC SIGNED TSP
5/1/03	▶ 030405-0309	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive HVAC SIGNED TSP
4/15/03	▶ 030405-0310	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive HVAC SIGNED TSP
▶ 1-5	▶ 6-10	▶ 11-15	▶ 16-20	▶ 21-25	▶ 26-30 next →
→ Display Equipment / Contract No.					

FIG. 16

1000**site360**

Service Activity
TSP Contracts
Equipment
Sites
→ Request Service

SIEMENS[site360 Home](#) [site360 Ordering](#)[Help](#) [Contact Us](#)Search for... go >[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)
[Home](#) | >-- >Request Service

Request Service

Request Service

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.


* Indicates required field.

Request Type * Priority * Select Site * OR Enter Site Select Equipment * OR Enter Equipment * Location * Description * PO No. Last Name First Name E-mail * Phone

17/30

FIG. 17

1100



Service Central Fileshare Administration Log Out

Home | >Service Central >TSP Contracts

Search for... go >

Request Service

1102

TSP Contracts

The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Summary
The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

Contract Status	System
Active	Fire
Expiring	HVAC
Cancelled	Mechanical
Expired	

1100

Detail
The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

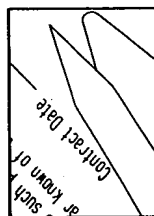
Item 1-5 of 6	1124	1126	1128	Contract Status	Expired	Type	Number
Site	Active	Expiring	Cancelled				
UPS 35 Glenlake Automation	1	0	0	0	0	0	1
UPS 35 Glenlake Fire	0	0	0	0	0	1	1
UPS 35 Glenlake Mechanical	1	0	0	0	0	0	1
UPS 55 Glenlake Automation	1	0	0	0	0	0	1
UPS 55 Glenlake FIRE	1	0	0	0	0	0	1
1-5	6-6						

1122

18/30

FIG. 18

1200



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Search for... go >

Service Central Fileshare Administration Log Out
 | Home | >Service Central >TSP Contracts >Active Contracts

Request Service

Site360

Service Activity

→ TSP Contracts

→ Active Contracts
 → Expiring Contracts
 → Cancelled Contracts
 → Expired Contracts
 → Custom Reports

Equipment

Sites

Request Service

Active Contracts

Below is an overview of all active service contracts. Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-3 of 3

1220

Contract No. Po No.

→ MS-6599

→ PB-1394

→ PC-1512

Description

TIME & MATERIAL

FULL COMPREHENSIVE

Site

UPS 35 Glenlake Mechanical

Multiple Sites

UPS 55 Glenlake FIDE

Status

Active 1/1/03

Active 1/1/03

Active 8/1/02

Effective Date

12/31/03

12/31/03

7/31/03

Renewal Date

12/31/03

12/31/03

7/31/03

System

Mechanical

HVAC

Fire

→ Display Equipment

→ Display Filter Criteria →

Export to:

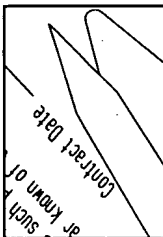
xls

doc

ASCII

19/30

FIG. 19



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1300

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[Fileshare](#)
[Administration](#)
[Log Out](#)
[Home](#) | > [Service Central](#) > [TSP Contracts](#) > [Expired Contracts](#) > [Individual Contract](#)

Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PC-1335	PO No.	
Status	Expired	SST Branch	
Effective Date	2/1/02	Secondary Contact	
Renewal Date	1/31/03	Coverage Type	LABOR ONLY
Time to Renewal	-21 Days	System	HYAC
Service Technician/ Account Engineer	Chris Howell		

Description LABOR ONLY

Service Activity

Use the following links to get service history or scheduled service information.

[Service History](#) → [Scheduled Services](#)

Detail 1330 1340

Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-1 of 1	xls	doc	ASCTI	Item 1-1 of 1	1370
Site				Equipment	
UPS 35 Glenlake Fire	1360			MECH/SPEC SCHEDULING	

Service Activity

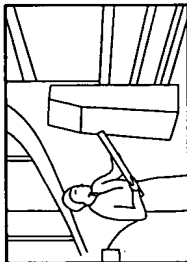
- TSP Contracts
- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Contracts
- Equipment
- Sites

Request Service

1310

1320

1350



Site360

FIG. 20

1400

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Search for... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >Equipment

Request Service

Service Activity

TSP Contracts

→ Equipment

Sites

Request Service

Equipment

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Site

All

1402 go >

Item 1-5 of 35

Site

UPS 35 Glenlake Automation

UPS 35 Glenlake Automation

UPS 35 Glenlake Automation

UPS 6lenlake Fire

UPS 55 Glenlake Automation

▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

Equipment or Services

▶ |

▶ | 1406

▶ | CLIENT WORKSTATION REV *

▶ | MECH/SPEC SCHEDULING

▶ |

Export to:

.xls

.doc

ASC II

Quantity Location

1 CABINET 11

1 CABINET 12

1 INSIGHT 03

1

1 CABINET 1 MAIN CHILLER PLANT

System

UPS35SL01 HVAC

UPS35SL02 HVAC

UPS35SL03 HVAC

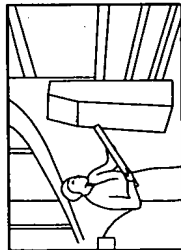
UPSF1 HVAC

UPS55SL01 HVAC

1404

2003P00904US

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site360

Service Activity
TSP Contracts
→ Equipment
Sites
Request Service

FIG. 21

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1500

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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment >... >Individual Equipment

Request Service

Individual Equipment

The Individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment	CLIENT WORKSTATION	Asset ID	UPS3558.03
Site	UPS 35 Glenlake Automation	Warranty Expiration	
Equipment Quantity	1	Contract No.	▶ PB-1394 1520
Equipment Location	INSIGHT 03	System	HWAC

Service Activity

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

1530

Item 1-1 of 1
Open Date
1/7/03

Description
FULL COMPREHENSIVE

Export to: ☐ .xls ☐ .doc ☐ ASCII
Call Type
preventive
Order No.
▶ 021215-0835 1540
PO No.

Closed Calls
Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.

1550

Item 1-2 of 2
Open Date
7/3/02
4/1/02

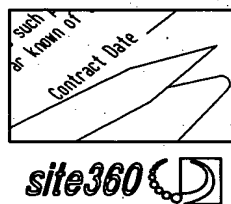
Description
FULL COMPREHENSIVE
FULL COMPREHENSIVE

Export to: ☐ .xls ☐ .doc ☐ ASCII
Call Type
preventive
Order No.
▶ 020625-0855 1560
PO No.
▶ 0021032288

2003P00904US

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FIG. 22



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Search for... go >

Service Central Fileshare Administration Log Out
| Home | >Service Central >Equipment >Individual Contract

Request Service

Service Activity
→ TSP Contracts
Active Contracts
Expiring Contracts
Cancelled Contracts
Expired Contracts
Custom Reports
Equipment
Sites
Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides and overview of information related to the selected service contract.

Contract No.	PB-1394	PO No.	
Status	Active	SBT Branch	ATLANTA
Effective Date	1/1/03	Secondary Contact	Jacquelyn Brewer
Renewal Date	12/31/03	Coverage Type	FULL COMPREHENSIVE
Time to Renewal	313 Days	System	HVAC
Service Technician/ Account Engineer	M. Kevin Mote		

Description FULL COMPREHENSIVE

1630 Service Activity
Use the following links to get service history or scheduled service information. 1620
→ Service History → Scheduled Services

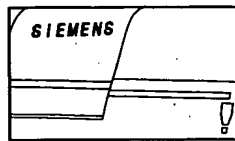
1650 Detail 1640
Clicking an existing service contract displays the contract in its entirety.

1660 Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3	.xls	.doc	ASCII	Item 1-3 of 3
Site				Equipment
▶ UPS 35 Glenlake Automation	1670			
▶ UPS 55 Glenlake Automation				
▶ UPS 55 Glenlake Automation				CLIENT WORKSTATION REV*

FIG. 23



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→ Service Activity
Open Calls
Closed Calls
Custom Reports
Selected Services
TSP Contracts
Equipment
Sites
Request Service

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Search for... go >

Service Central Fileshare Administration Log Out
Home | >Service Central >Equipment >-- >Service Order

1700

Request Service

Service Order

Below is the data for the single service activity you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0366	Customer Name	Demonstration Customer
PO Number		Contract No.	FB-1394
Site	UPS 35 Glenlake Automation		1720
		System	HWAC
Status	Closed	Open Date	7/3/02
Call Type	Preventive	Closed Date	7/5/02
Request Type	generated		
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description

Resolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

Further Information

Use the following links to get further equipment, call, or appointment information.

go to [Equipment](#) [Call Log](#) [Appointments](#)
Equipment 1750 1760 1770
The table below lists equipment that was serviced on the selected order number.

Item 1-3 of 3

Equipment Name	Equipment Quantity	Location	Asset ID
▶		1 CABINET 11	UPS356L01
▶		1 CABINET 12	UPS356L02
▶ CLIENT WORKSTATION REV"		1 INSIGHT 03	UPS356L03

Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.

1710

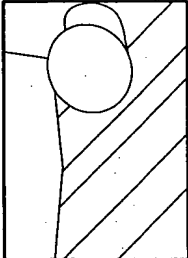
1730

1740

1780

1790

FIG. 24



SIEMENS

Siemens Building Technologies

Service Central Fileshare Administration Log Out

| Home | >Service Central >Sites

1800

Home News Help Contact Us Sitemap

Request Service

→ Display Filter Criteria →

Export to: ☐ .xls ☐ .doc ☐ ASCII

Sites

The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right...

Item 1-5 of 35

Site

▶ Primary

▶ SZ COLLEGE PARK (8320013) ~ 1810

▶ SZ EAST LIBRARY (8408013)

▶ SZ EAST POINT (8425013)

▶ SZ ELECTION WSE (8804013)

▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

Service Activity

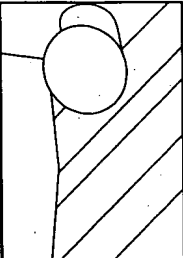
TSP Contracts

Equipment

→ Sites

Request Service

FIG. 25



SIEMENS


1900

Siemens Building Technologies Home News Help Contact Us Sitemap

Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Sites >-- >Individual Site

 Request Service

Service Activity
TSP Contracts
Equipment
→ Sites
Request Service

Individual Site

The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

1910	Site	SZ COLLEGE PARK (B320013)	Call Type	1930
			Preventive	▶ 3 ~ 1965
			Corrective	▶ 1 ~ 1970
1920	Call Status		System	1940
	Open	▶ 1 ~ 1950	HVAC	▶ 1 ~ 1975
	Closed	▶ 3 ~ 1960	Mechanical	▶ 3 ~ 1980

→ Display Filter Criteria →

Service Activity Detail

The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.




1985	Item 1-4 of 4			Export to:	 .xls	 .doc	 ASCII
1990	Order No.	PO No.	Description	Call Status	Call Type	Open Date	System
	▶ 021001-0210	PC-02SCB7314	ANNUAL CHILLER PM	Closed	Preventive	10/7/02	Mechanical
	▶ 021009-0275	PC02SCB7314	INSTALL 2 CHECK VALVES & CLEAN	Closed	Preventive	10/16/02	Mechanical
	▶ 021016-0068	PC-02SCB7314	PM REPAIRS	Closed	Preventive	10/7/02	Mechanical
	▶ 030206-0002		this is a test for the call t*	Open	Corrective	2/6/03	HVAC

FIG. 26

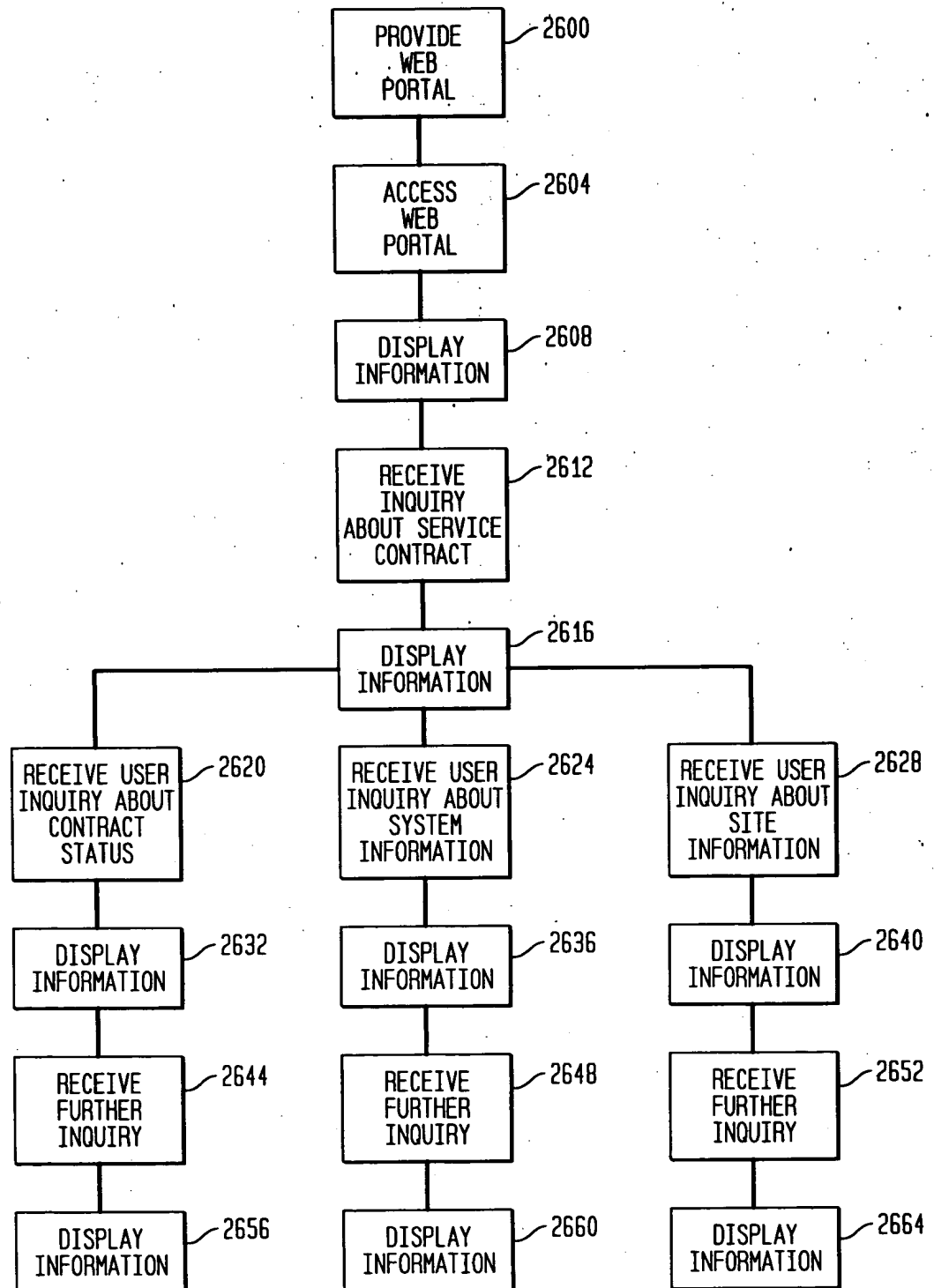


FIG. 27

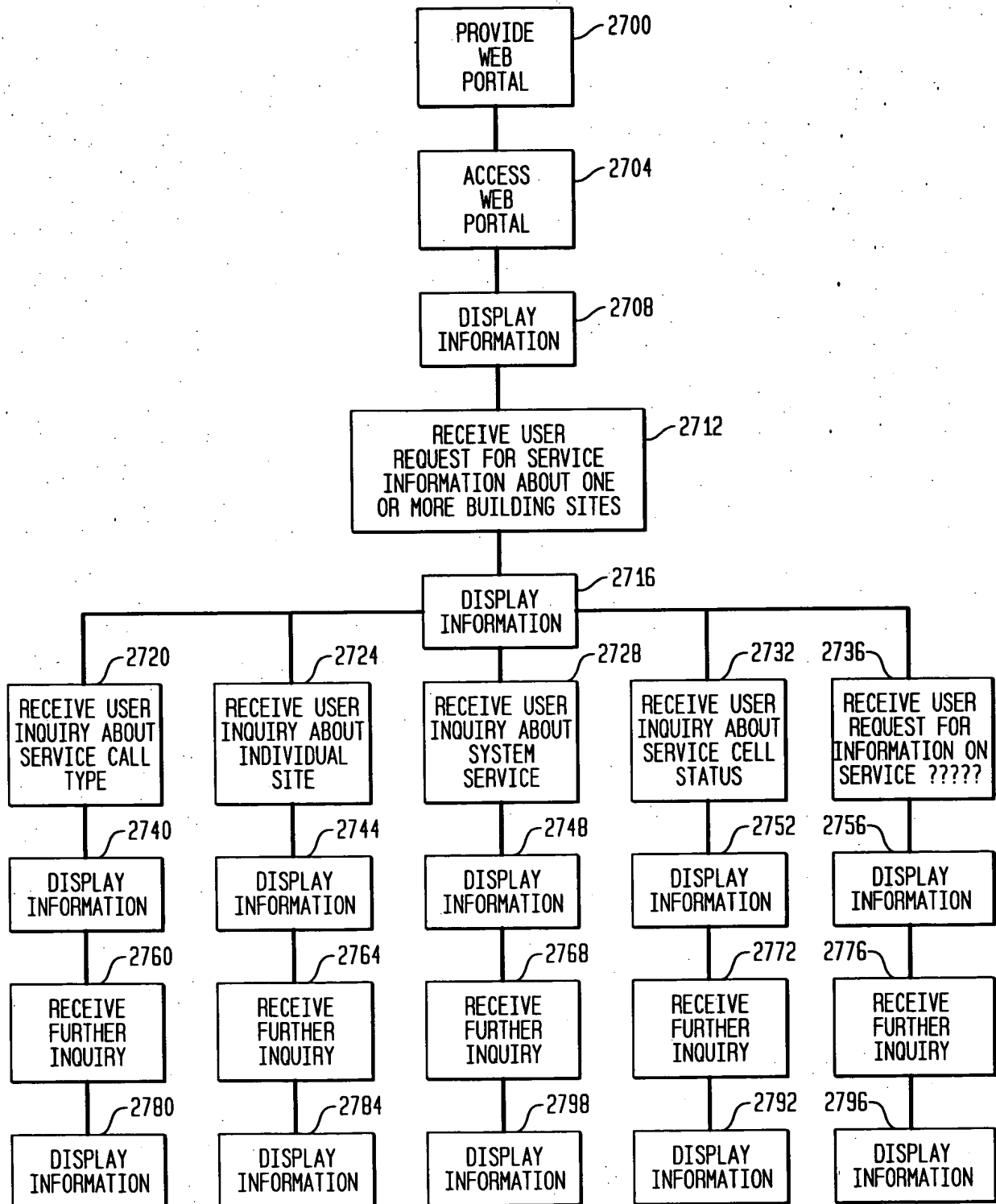


FIG. 28

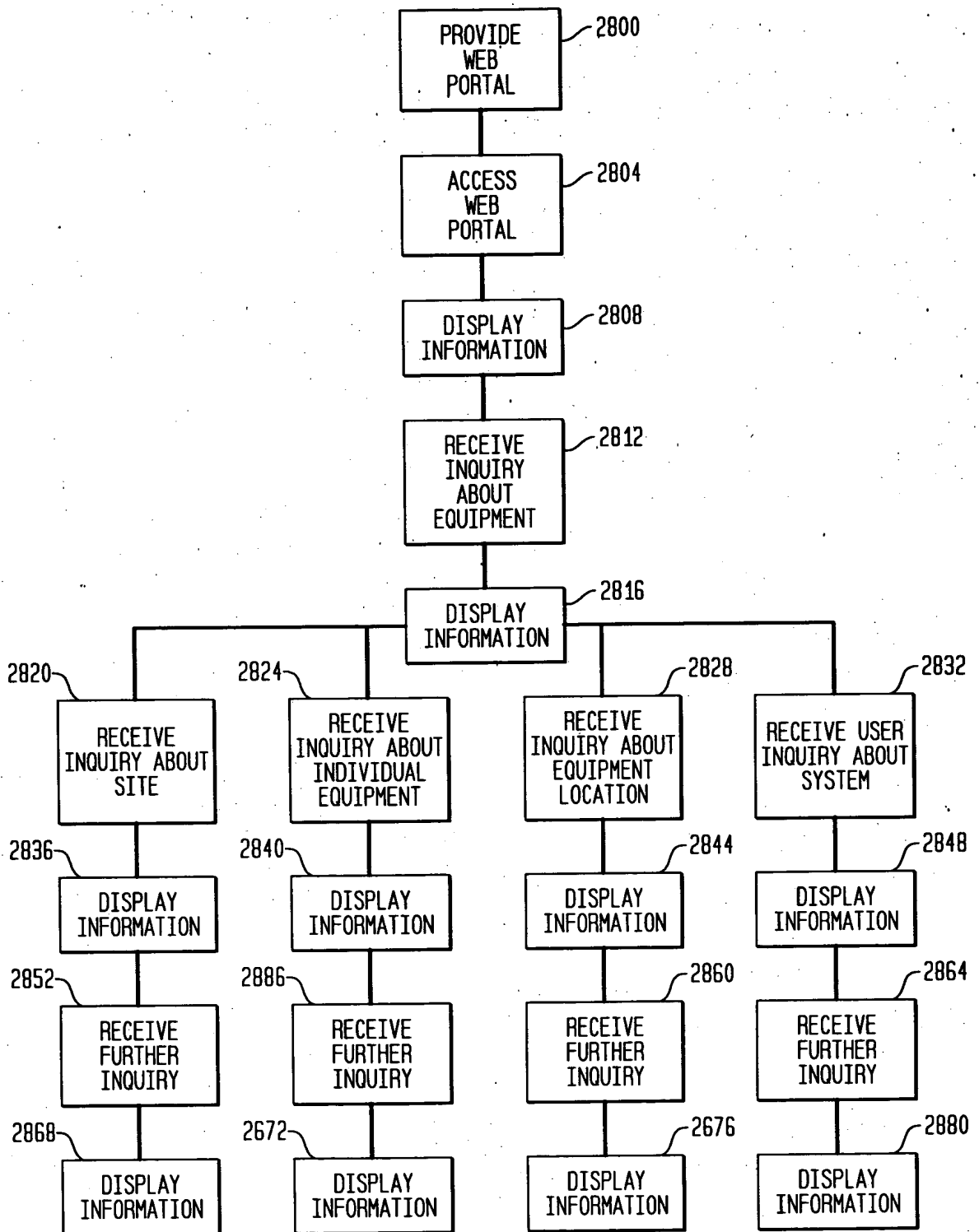


FIG. 29

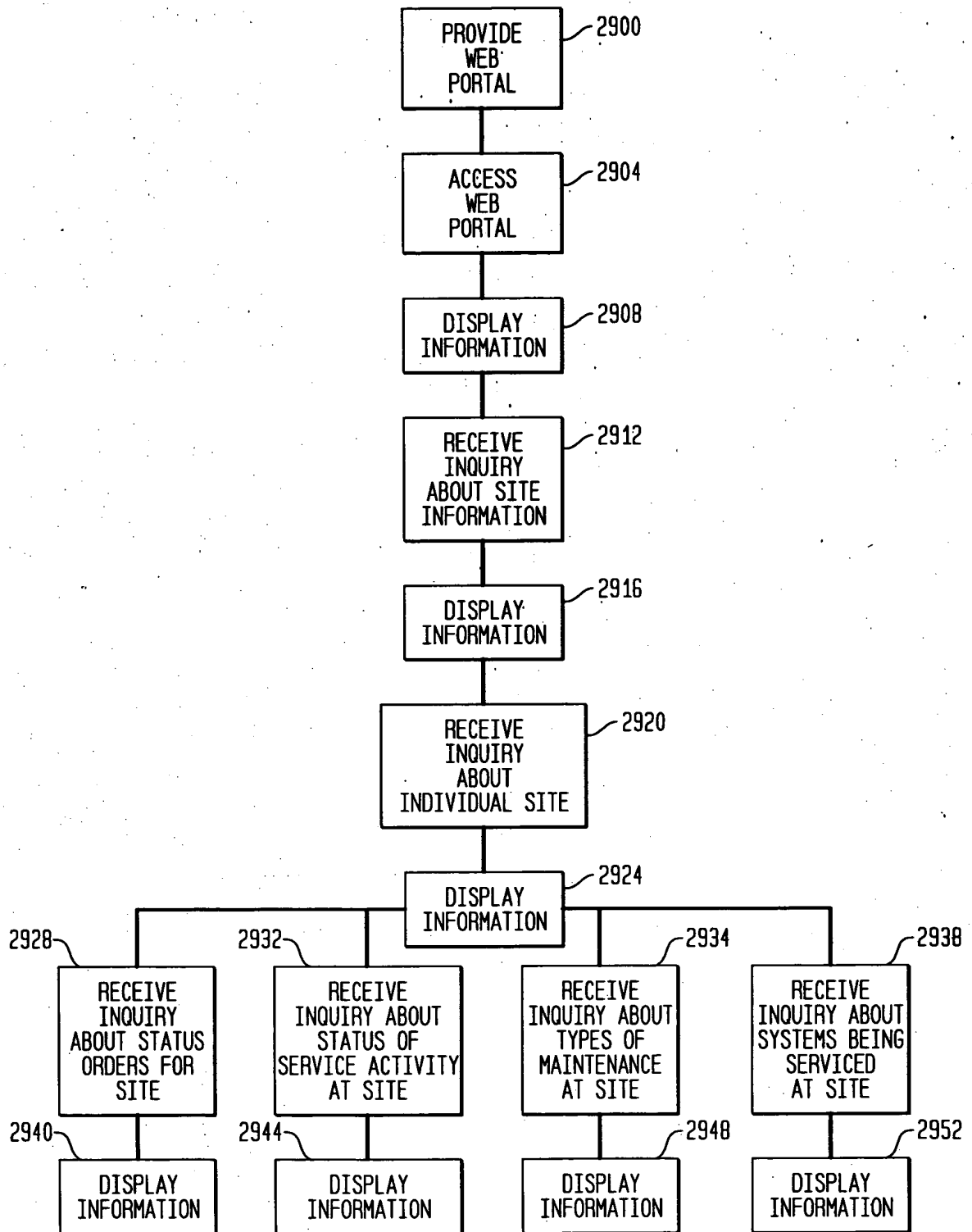


FIG. 30

